

# Comparisons of Job Characteristics

**Focus Occupation:** **Customer Service Representatives (43-4051)**

**Associated Occupation:** **Dispatchers, Except Police, Fire, and Ambulance (43-5032)**

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 74

**Focus Occupation:** **Customer Service Representatives (43-4051)**

**Associated Occupation:** **Dispatchers, Except Police, Fire, and Ambulance (43-5032)**

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	14.9	15.2	0	Current knowledge level may be sufficient
Administration and Management	8.4	11.3	4.5	<<	Extensive education and/or training may be required
Transportation	4.6	10.5	2.4	<<	Extensive education and/or training may be required
Public Safety and Security	6.9	8.7	3.7	<<	Extensive education and/or training may be required
Geography	3.9	7.3	2.2	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 96

**Focus Occupation:** **Customer Service Representatives (43-4051)**

**Associated Occupation:** **Dispatchers, Except Police, Fire, and Ambulance (43-5032)**

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	14.1	12.6	<	A higher skill level may be required
Speaking	10.8	13.4	12.3	0	Current skill level may be sufficient
Coordination	9.1	12.2	9.3	<<	Extensive development of skills in this area may be required
Time Management	8.9	11.0	8.3	<<	Extensive development of skills in this area may be required
Service Orientation	7.9	10.0	11.6	>	Skill level is likely sufficient
Negotiation	6.8	9.6	9.0	0	Current skill level may be sufficient

Persuasion	7.4	9.4	10.6	>	Skill level is likely sufficient
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The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 98				
Focus Occupation: Customer Service Representatives (43-4051)						
Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)						
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation		
Oral Expression	12.4	14.4	13.3	0	Current ability level may be sufficient	
Speech Clarity	10.2	13.0	11.8	<	Some improvement in abilities may be required	
Speech Recognition	9.9	12.4	11.8	0	Current ability level may be sufficient	
Selective Attention	8.7	10.0	7.7	<	Some improvement in abilities may be required	
Time Sharing	6.6	7.5	5.8	<	Some improvement in abilities may be required	
Memorization	5.6	7.3	6.1	<	Some improvement in abilities may be required	
Speed of Closure	5.9	7.1	5.8	<	Some improvement in abilities may be required	

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 72
<b>Focus Occupation: Customer Service Representatives (43-4051)</b> <b>Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)</b>		
Work Activities	Exclusivity of Activity	
Fill out business or government forms	42	
Maintain records, reports, or files	5	
Maintain telephone logs	74	
Make decisions	24	
Prepare reports	8	
Take messages	68	
Use computers to enter, access or retrieve data	3	
Use telephone communication techniques	62	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 76

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Dispatchers, Except Police, Fire, and Ambulance (43-5032)**

Tools and Technologies	Exclusivity
Business function specific software	1
Call management systems or accessories	19
Computers	1
Content authoring and editing software	1
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.